



Study Area Code: 532359

Study Area Name: Beaver Creek Cooperative Telephone Company

Service Quality Standards - Voice

Beaver Creek Cooperative Telephone Company complies with the service standards set forth by the State of Oregon in the Oregon Administrative Rules 860-034-0390, Retail Telecommunication Service Standards for Small Telecommunications Utilities.

Service Quality Standards - Broadband

Beaver Creek Cooperative Telephone Company follows the service standards noted in the NECA Tariff #5 and is committed to providing the highest quality service to its broadband customers.

Consumer Protection Rules Compliance – Voice and Broadband

Beaver Creek Cooperative Telephone Company complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information, and the Federal Trade Commission Red Flags Rules to detect the warning signs — or "red flags" — of identity theft in their day-to-day operations. A manual for each of these programs is in place and employee training is conducted annually. New hires are instructed on these programs as required by their job functions.